FIG. 1

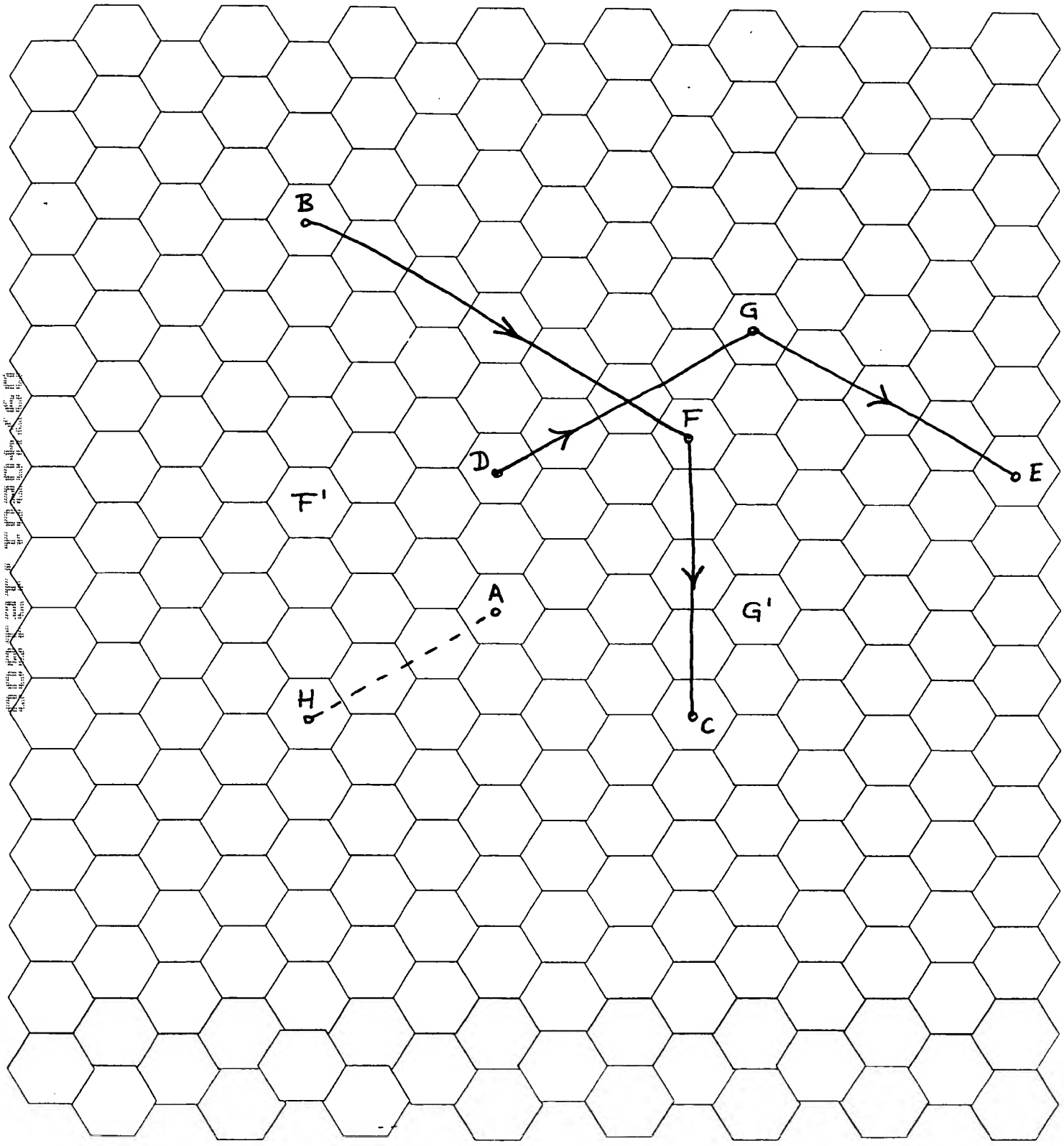


FIG. 2A

Taxi # 1		
Start Position	Destination	Time at Destination
B	C	11.10

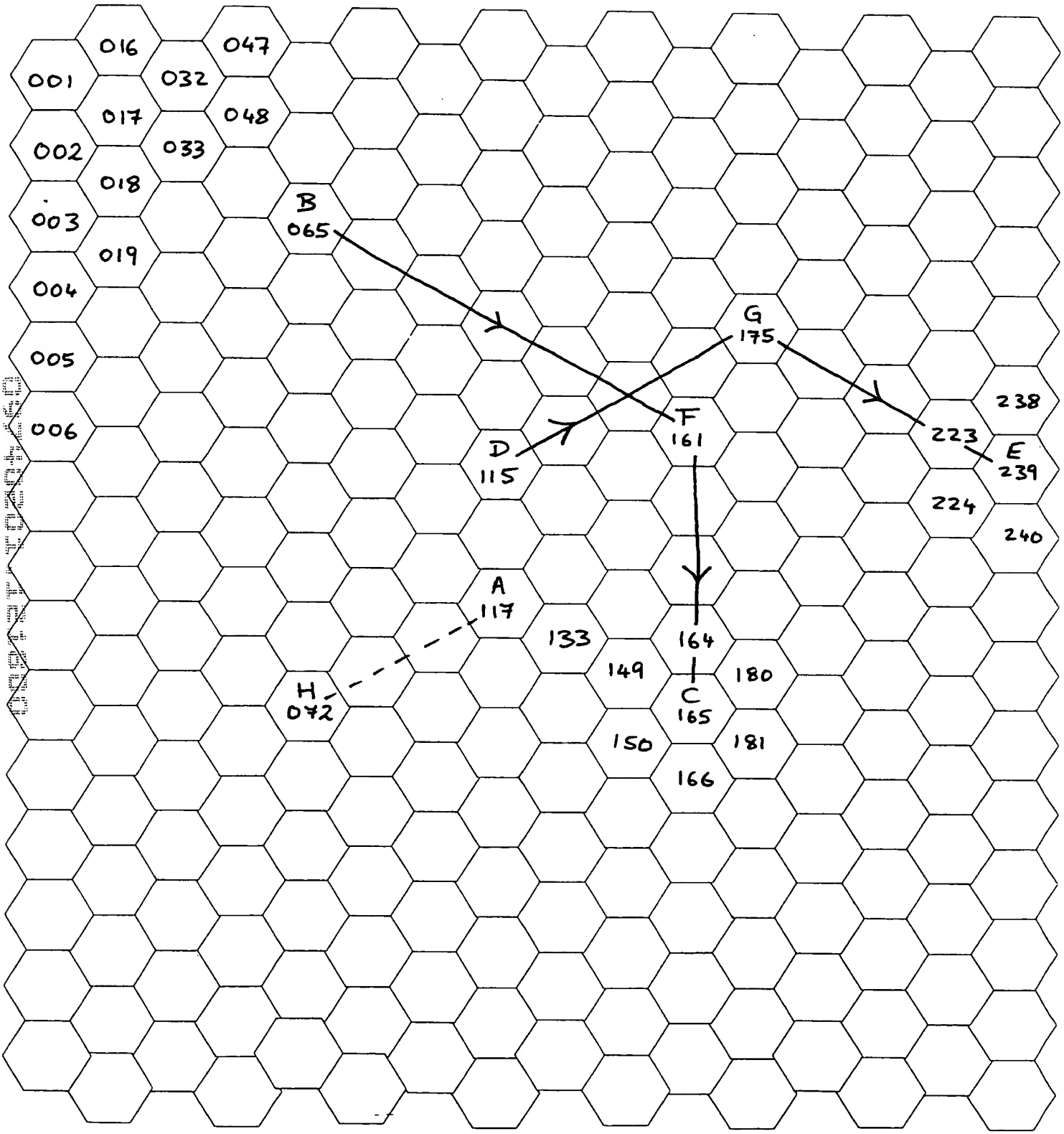
FIG. 2B

Taxi # 2		
Start Position	Destination	Time at Destination
D	E	11.07

FIG. 6

Taxi # 1			
Start Position	Destination	Time at Destination	LCO
65	165	11.10	
165	117	11.13	
117	72	11.16	•
19	177	14.10	A

FIG. 3


001
002
003
004
005
006
016
017
018
019
032
033
047
048
B
065
D
115
F
161
G
175
223
238
E
239
224
240
A
117
133
149
150
164
165
166
180
181
H
072
C

	001	002	003	.....	047	048
001	-	1	2		3	3
002	1	-			3	3
003	2	1	-		3	4
004	3	2	1		4	5
005	4	3	2		5	6
006	5	4	3		6	7

FIG. 4

Skillset for Taxi # 1	
Cell	**Time**
165	11.10
149	11.11
150	11.11
164	11.11
166	11.11
180	11.11
181	11.11
...	...
...	...
133	11.12
...	...
...	...
117	11.13
...	...
...	...

FIG. 5A

Skillset for Taxi # 2	
Cell	**Time**
239	11.07
223	11.08
224	11.08
238	11.08
240	11.08
...	...
...	...
...	...
...	...
...	...
133	11.13
...	...
...	...
117	11.16
...	...

FIG. 5B

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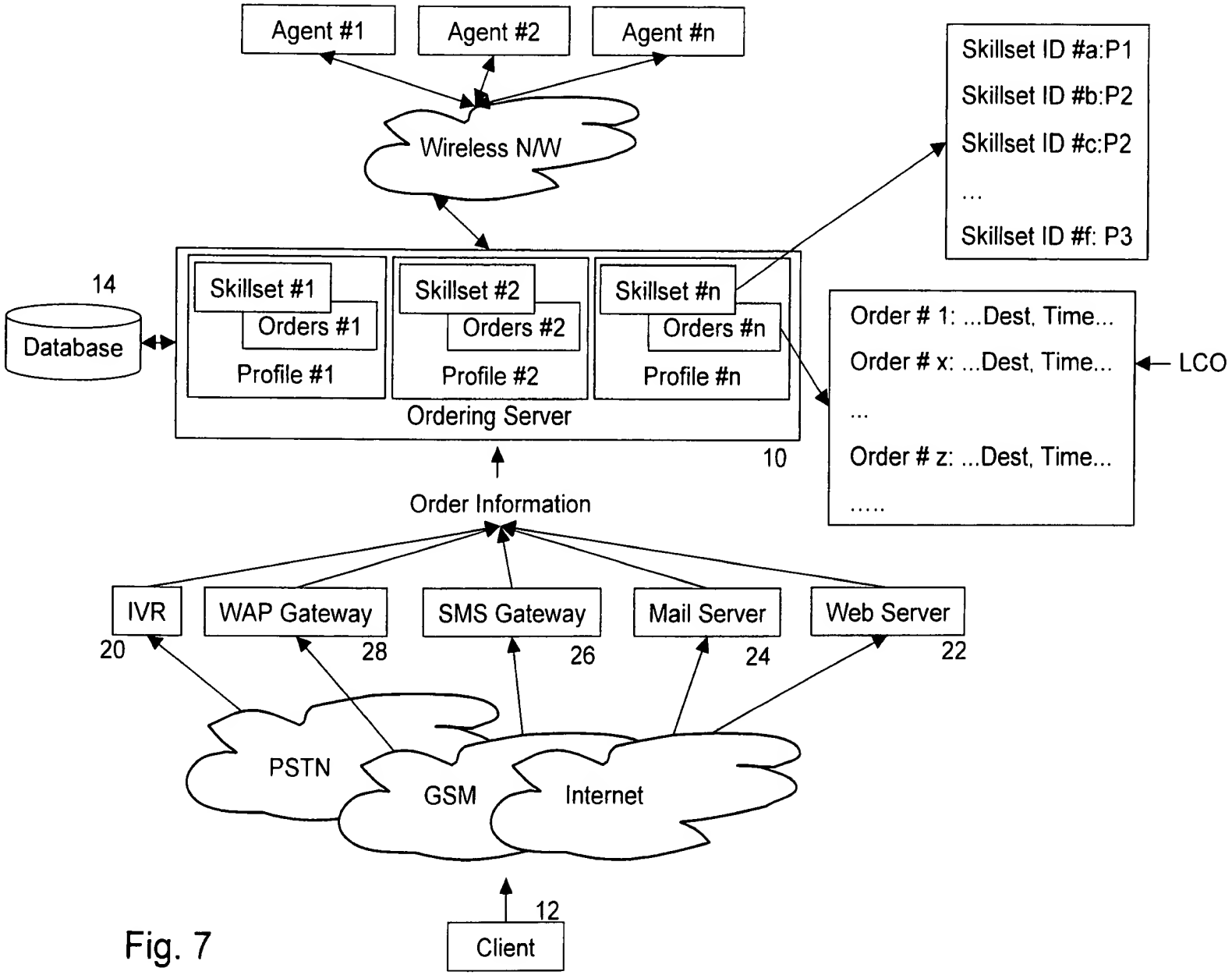

Fig. 7

postal" 1020h260

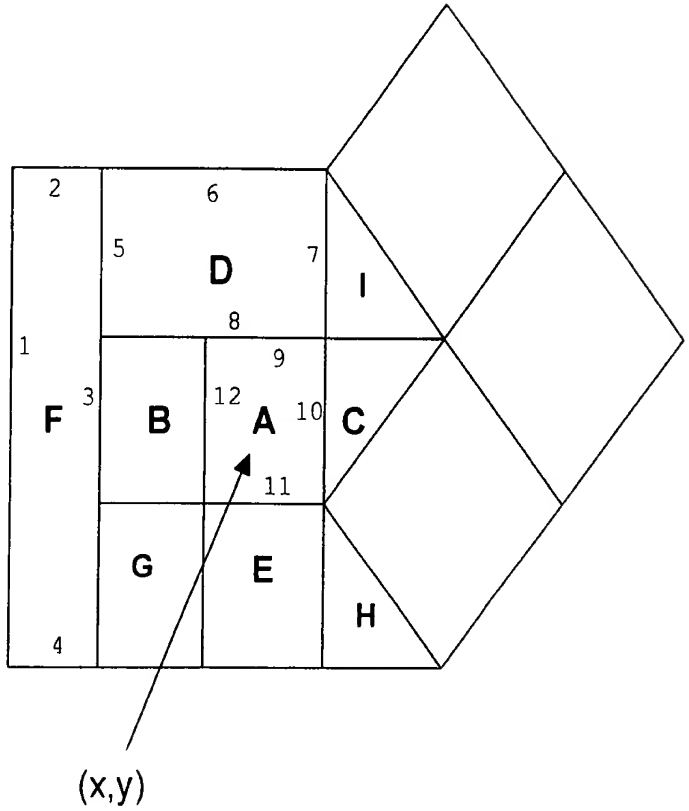

Figure 8

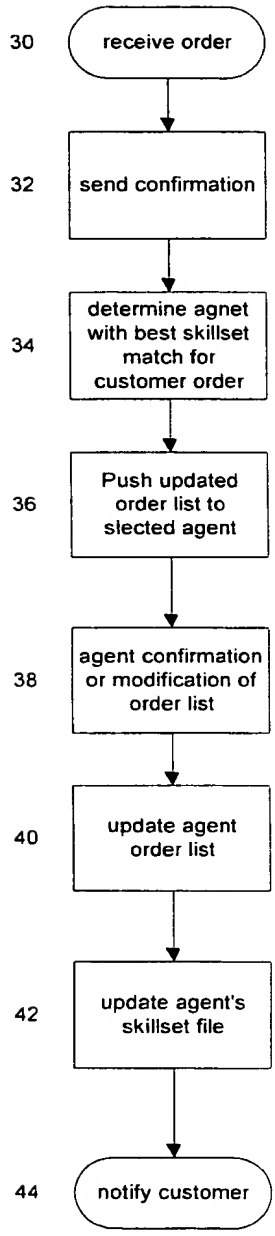
30
receive order
32
send confirmation
34
determine agnet with best skillset match for customer order
36
Push updated order list to slected agent
38
agent confirmation or modification of order list
40
update agent order list
42
update agent's skillset file
44
notify customer

FIG. 9